Keeping you in THE know.

8/21/20

Call Center Making an Impact for the State of Ohio:

- Ohio Secretary of State Frank LaRose announced efforts this week to use proceeds from the Business Registry Division to fund return postage for ballots in the State of Ohio. Business filings in the State of Ohio are up due in part to the Cleveland Sight Center Call Center’s successful efforts to process and increase business filings across the State which in turn makes this revenue available.

In July, the Call Center handled 15,118 calls with a satisfaction score of 96%. The 15,118 calls is the highest number of calls going back to 2016. Additionally, on Thursday, August 19th the Call Center resumed voter support calls for the Office of the Secretary of State of Ohio. Through this work, the Call Center assists callers who wish to check their voter registration status, register to vote and order absentee ballots. Great job and congratulations, Team!

Employment Services Success Story:

-*names have been changed to maintain confidentiality

Sam is currently homeless, sometimes spending most of his nights in downtown Cleveland near one of the city’s professional sporting venues. He also rents space in his brother’s refrigerator to keep food, and on occasion, his brother will afford him the privilege of sleeping in his home.
Sam has a strong connection to Cleveland Sight Center, having worked as a summer helper at Highbrook Lodge for a few years and also done some work with the agency’s Social Work department.

Unfortunately, due to his circumstances, Sam has not been successful at securing stable, full-time employment – until now.

Hal, an employment specialist with CSC, was assigned to work with Sam in late July and was able to schedule a face-to-face meeting so the two could initially chat. During that first meeting, Hal gained insight into Sam’s work history, barriers, skills, aptitudes and potential job leads.

The two met again a few days later when Sam notified Hal that he was presented with an interview opportunity with a local non-profit but was required to interview that same morning. But, because he had already committed his time with Hal, Sam thought he would need to reschedule the interview.

Hearing this, Hal immediately acted and convinced Sam to allow him to drive him to the interview. As the two drove to the interview site, Hal encouraged Sam to think positively, considering Sam was unsure and uneasy about the prospects of getting the job due to an unfavorable departure from the same non-profit in the past.

Later that morning, Hal received a call from Sam saying the interview was a success! Pending the online application, Sam now has a permanent, full-time maintenance position. Sam stated, “I am so thankful to you for taking me to the job interview. I now have hope again! When you dropped me off, I had doubts, but you told me not to worry, that I would get the job, and told me to call you with the good news. I doubted myself, but you did not! I am now making much more than I did when I worked there before, and I am so happy. All I can say is thank you!”

As word spread about Sam’s hiring, the CSC team found out that due to Sam’s circumstances, he did not have proper work attire or the means to purchase. Having heard Sam’s story, a member of the CSC leadership team made a small financial contribution for proper work clothing and as a result, Sam now has what he needs to begin his work week!

**Check Out What’s Happening at CSC:**

-CSC recently received its first Pre-Employment Transitional Services Authorization from Opportunities for Ohioans with Disabilities (OOD). Employment Specialist Hugh Littleton will provide the training to a parent and student, virtually, beginning Tuesday, August 25th, which will be for Job Exploration Counseling and Instructions in Self Advocacy. Job Exploration Counseling will focus on discussion about career options and learning about in-demand jobs while Instructions in Self Advocacy will be about learning skills needed for greater independence.
The Leisure and Lifestyles Department continues to offer virtual social and recreational activities including Yoga every Tuesday from 5:00 p.m. – 6:15 p.m. and Coffee Chats every Wednesday from 10:00 a.m. – 11:00 a.m. This week, the group offered the ever-popular “Jeopardy” game to clients, facilitated by Volunteer and Camp Counselor Ken Hogler and Manager of Volunteer Services Melissa Mauk. Save the date to join the very first “Sing It Out” program on Thursday, August 27th from 4:00 p.m. – 5:00 p.m. where volunteers will be leading songs and sing-a-long activities, including some discussion about music and interests of the group! All information and more can be obtained by calling the Leisure and Lifestyles information line at 216-658-4600.

Volunteer Services will conduct a remote volunteer orientation on Friday, August 28th to welcome new volunteers to the agency. We look forward to welcoming them to the CSC family!

While the Registration Team at CSC guides clients toward services, they are also available to help them through what might seem the simplest of daily tasks, which have now become unsurmountable. Take for example taking medicine and reading the labels on medication bottles. As part of the En-Vision America’s Pharmacy Freedom Program, a free program exists that helps make reading medication bottles easier. ScriptAbility is a suite of products designed to help pharmacists meet the needs of their patients who are blind, visually impaired, or print impaired. It is one system offering multiple solutions: ScripTalk talking labels, ScripTalk prescription reader, large print labels and Braille labels with translation into 17 languages.

People who need accessible prescription labels can request them from their pharmacist or search for a participating pharmacy in their area here: https://bit.ly/3l7XG95. Contact Kimberley Hudson in Registration (x4672) for more information.
- The Eyedea Shop now offers a new felt tip marker called the Reizen Boldwriter 40. It is a black nontoxic pen, great for people with low vision who just want to make their grocery list or write notes that they can read without straining. Traditional ball point pens can be quite a challenge to read at times. This Boldwriter marker is also great for marking packages for storage and other labeling at home. There is no strong chemical smell associated with these pens like some other markers can have and it is proudly made in the USA. The Eyedea Shop’s price is $2.00 each.

Image of grocery list on white paper with bold black print letters from the Boldwriter marker

---

**Engaging and Educating the Community:**

- Alicia Howerton and Tom Sawyer participated in a radio interview this week with Joe Tomsick, CEO of the Lake County Council on Aging, that will air on the “Our Aging World” program on WINT Radio 101.5FM and 1330AM starting Saturday, August 22nd at 2:00 p.m. The discussion included an overview of CSC programs and services, how the agency has transitioned during the current pandemic as well as how the pandemic has impacted and affected people who live with blindness and vision loss.

- The Outreach Team engages activity coordinators, program directors, assisted living facilities, senior centers and more with interesting “Myths & Facts About Blindness” as a way to garner interest in CSC. Some of them include:

  When speaking to a person who is blind you shouldn’t use words like “look” or “see”. **MYTH**

  Using high contrast may help a person who has vision loss see more clearly. **FACT**

  All people who are blind use white canes. **MYTH**

  You should always make your presence known when approaching people who are blind or have vision loss. **FACT**

- Cleveland Sight Center is a proud member of ADA Cleveland! In 2020, we celebrated the 30th anniversary of the Americans Disabilities Act. As we move forward, we’re continuing to advocate for further access for people with disabilities! You can help. Learn more: [www.ADACleveland.org/Advocate](http://www.ADACleveland.org/Advocate)
Items of Note:

-The FCC sent out a Public Notice to TV broadcasters, satellite and cable services and other video distributors reminding them of their responsibility to make important information available to those with disabilities. The commission’s rules specifically apply to emergency communications televised on the air and ensuring viewers are able to receive it and know how to respond.

Section 79.2 of the commission’s rules defines emergency information as “[i]nformation, about a current emergency, that is intended to further the protection of life, health, safety and property.” This includes topics like pandemics, severe storms, hurricanes, widespread fires, floods, icing, heavy snowstorms, and even school closings just to name a few.

The rules state that for the blind and visually impaired, any emergency news broadcast, whether during a scheduled news hour or interrupting regular programming must be accompanied by aural dictation of the information so viewers can get the message without having to see or read what’s on the screen. To read more, click here: https://bit.ly/31JhRJk

-Cleveland Sight Center has engaging social media properties that have great content and updates about what’s happening at the agency? Check out this and many more on CSC’s online assets:

Cleveland Sight Center Website: https://clevelandsightcenter.org/
YouTube: https://www.youtube.com/clevelandsightcenter
LinkedIn: https://www.linkedin.com/company/cleveland-sight-center
Twitter: https://twitter.com/ClevelandSight
Facebook: https://www.facebook.com/clevelandsightcenter

-Did you know apples are more effective than coffee at waking you up in the morning...and broccoli contains twice the amount of Vitamin C than an orange.